

Office of Medicaid Policy and Planning  
Non-Emergency Medical Transportation Reports

Broker Name: Southeastrans  
Version: 2020.01  
Report Name: Complaints and Appeals Details  
Report Code: MO-MCAD1  
Code Citation: IC 12-15-30.5-4 (a)(1)(D)

Special Instructions: Broker may add more lines to this report if needed. Please highlight added lines yellow.

# of Complaints	62
# of Complaints Substantiated	41
% of Complaints Substantiated?	66%

Experience Period >> 12/01/2020 - 12/31/2020

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Complaint Number	Member Name	Member ID (RID)	Trip Date	Complainant Name	Date Complaint Received	Complaint Category	Complaint Details	Name of NEMT Provider	Provider Response	Findings	Substantiated (Y or N)	SET Action	Date Resolved
			12/1/2020		12/1/2020	Prov Late Sendback	No provider assigned			Late send back	Y	Late Send Back	12/18/2020
			11/30/2020		12/1/2020	Trip not assigned	No provider assigned			Unable to locate an EMS provider to accommodate trip	Y	Unable to locate an EMS provider to accommodate trip	12/10/2020
			12/1/2020		12/1/2020	SETI Staff	Provider no show and report of rude staff			Trip should have been pulled back from provider who was inactive. Error.	Y	Trip should have been pulled back from provider who was inactive. Error.	12/15/2020
			12/3/2020		12/3/2020	Trip not assigned	No provider assigned			Transportation was secured with another provider.	N	Transportation was secured with Another provider.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/3/2020		12/3/2020	SETI Staff	Nurse received call of unsecured transportation. Provider arrived for transport. Members weren't ready.			Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	N	Dispatch lead spoke to Nurse and confirmed trips were secure. FOM has followed up with DON.	12/7/2020
			12/4/2020		12/3/2020	Trip not assigned	Provider not assigned			Member did have several unassigned trips but they were worked. S/O has been accepted by another provider.	Y	Member did have several unassigned trips but they were worked. S/O has been accepted by another provider.	12/8/2020
			12/4/2020		12/3/2020	Trip not assigned	Trip not assigned			Member is in bariatric W/C in Vanderburgh. Member has been added to provider watchlist and trip was accommodated by provider.	N	Member is in bariatric W/C in Vanderburgh. Member has been added to provider watchlist and trip was accommodated by provider.	12/8/2020
			9/28/2020		12/4/2020	Trip not assigned	Trip not assigned			Limited providers in or around Sullivan County who can take W/C and EMS willing do to residential p/u.	Y	Limited providers in or around Sullivan County who can take W/C and EMS willing do to residential p/u.	12/8/2020
			12/4/2020		12/4/2020	Prov No-Show B leg	Provider No Show		Provider response: The Driver arrived at the scheduled appointment place, time and tried multiple times to contact this members. The driver also contacted provider to updated them on the situation after waiting 25 min after the pick up time. The Driver was cleared by a provider agent to leave because the member was still unreachable. No one could located this member.	At 1109 a WMR call came in and nurse was advised provider would be there within the hour. At 1151, provider called SETI and had been waiting for 25 mins. and was told no one knew where member was. It took over 2 hours for nurse to call back.	N	At 1109 a WMR call came in and nurse was advised provider would be there within the hour. At 1151, provider called SETI and had been waiting for 25 mins. and was told no one knew where member was. It took over 2 hours for nurse to call back.	12/15/2020
			12/7/2020		12/7/2020	Driver Behavior	Nurse upset driver asked for escort for member.			Member was not ready. Driver waited 10 mins and have to leave. The facility sent member out with no coat, no pants, and member didn't seem to know where he was going. Driver didn't feel comfortable taking member.	N	Member was not ready. Driver waited 10 mins and have to leave. The facility sent member out with no coat, no pants, and member didn't seem to know where he was going. Driver didn't feel comfortable taking member.	12/11/2020

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			12/7/2020		12/7/2020	Driver Reckless	Report driver was speeding, switching in and out of lanes. Mbr does not want to ride with this company again		Received response from provider: In regard to complaint received from the member, I spoke to the driver and stated that he was on the fast lane and matched the speed of the traffic flow on that lane. The member may have perceived that as speeding, and stated that he wasn't speeding and was following all traffic and highway rules. He said he was forced to move to the lane due to the delays that the right lane was causing.	Provider placed on DNU.	Y	Provider placed on DNU.	12/21/2020
			12/7/2020		12/7/2020	Driver Behavior	Report driver did not have on a mask, and had someone in the vehicle smoking and sleeping in the car		<p>Provider's Response/Explanation: The driver had is mask around his neck. There were NO clients in the front seat of the car at the time. When there are clients in the FRONT seat the driver always wears his mask! This is a common practice when no clients are in the FRONT seat of the vehicle.</p> <p>#2. The driver has a third-row seat. He did not observe anyone smoking in the vehicle. If the client would have addressed the issue immediately, the driver would have checked to ensure no passengers were smoking. This is the first we have heard of such an incident taking place.</p> <p>#3. Clients tend to fall asleep in route to the appointments from time to time. I do not think we are breaking the rules if we allow a client to nap as they are in route to their appointment. I do not understand the need to reply to such a frivolous complaint (sleeping) it sounds to me that this is a member looking for any excuse to make a call. Sleeping is</p>	PRM re-educated provider that masks must be worn at all times while members are inside the vehicle. Provider denies anyone smoking in vehicle. Compliance is running spot inspections on provider vehicles.	Y	PRM re-educated provider that masks must be worn at all times while members are inside the vehicle. Compliance is running spot inspections on provider vehicles.	12/18/2020
			12/4/2020		12/7/2020	Prov No-Show A leg	Provider no show		Received response from provider: provider is no longer in business. We have found out there are two parts to the portal, once for provider and one for related provider in Indianapolis, Indiana. If this run went to the provider portal, we did not receive it. **We need all BLS, ambulatory, & wheelchair requests to come to the related provider portal hub.	Provider technical issue.	Y	Provider technical issue.	12/21/2020
			12/7/2020		12/7/2020	Trip not assigned	No provider assigned			Trip was dispatched to provider but member advised her son was taking her. Dispatch will continue working her future trips.	N	Trip was dispatched to provider but member advised her son was taking her. Dispatch will continue working her future trips.	12/8/2020
			12/4/2020		12/8/2020	Accident	Provider reported an accident		Received RFE: Our driver stopped at a stop sign and waited for his turn to move but the other vehicle did not stop and hit our vehicle. The member was safe and did not need any medical help and went home safely.	Elevated to Compliance.	Y	Elevated to Compliance.	12/22/2020

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			12/9/2020		12/9/2020	Prov No-Show A leg	Nurse reported driver refused to transport mbr because he did not have an escort.		Provider's Response/Explanation: When driver arrived member was not able to speak to driver. Driver believed that member was not coherent and didn't feel comfortable transporting the member to the location. provider does not take members to the actual doctors office or travel in the hospital up/down stairs and/or elevators, we only pick up at the main door and drop off at the main door. The member was not able to tell the driver when and where he was going. Driver asked the nurse to send an escort and they declined.		The family will now ride with member to appt.	N	The family will now ride with member to appt.	12/21/2020
			12/9/2020		12/10/2020	Accident	Provider reported an accident		Traveling southbound on 65 at 21 mile maker. Traffic was slowing down so my driver started braking The vehicle in teh right lane came over and hit my driver and spun her around. That vehicle did not stop. Member complained of chest pains.		Elevated to Compliance.	Y	Elevated to Compliance.	12/22/2020
			12/9/2020		12/10/2020	Prov Late Sendback	Provider not assigned				Provider sent back trip within 48 hours.	Y	Provider sent back trip within 48 hours.	12/23/2020
			12/8/2020		12/10/2020	Accident	Provider reported an accident		Elevated to Compliance.		Elevated to Compliance.	Y	Elevated to Compliance.	12/22/2020
			12/10/2020		12/10/2020	Driver Reckless	Member reported Driver drove out into traffic almost crashing mbr was scared				Driver didn't look both ways according to member.	Y	Driver didn't look both ways according to member.	12/23/2020
			12/10/2020		12/10/2020	Accident	Provider reported an accident		Received respnse from provider: Our was going out from a clinic and the other vehicle was behind him. Our driver was changing lanes and the other vehicle did not wait for him so hit him but they were moving slow so no big damage happened and the member was safe with no injury and did not need any medical help.		Driver was found to be at fault by Mishawaka PD. C&D sent pending remedial defensive driving completed by 12/29/20.	Y	Driver was found to be at fault by Mishawaka PD. C&D sent pending remedial defensive driving completed by 12/29/20.	12/14/2020
			12/10/2020		12/11/2020	Driver Behavior	Mbr reported driver did not assist or ask if she needed the step stool to get in and out of the vehicle- When the mbr was picked up jshe had a very hard time entering the vehicle - mbr had to use pull straps to girp so she could pull herself up into the vehicle. The driver told her that she should of told her she needed the steps.				Educated member on curb to curb service. If additional assistance is required we suggested an escort.	Y	Educated member on curb to curb service. If additional assistance is required we suggested an escort.	12/23/2020

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								Order which we have been given / providint trip when he was in Plainfield even out of my County we work. His pick up time says 5:30 am and I belive a med-trans as right to pick member from 4:30 am as been they informed an hour early, mostly I used to pick him the member up 5am to his treatment center hanging around hi s house at that time of the mroing and he later said he want to be getting picked up 5:30 am and I said not possible and he doesn't like picking him up with other members or drive him of other location and I decided to be picking him 5: amin other to have more room to serve other members on time. I called him and send pic when I have a blown tire very early in the morning in a Cold he said its ok I got to his hous he lest 5:50 am I went to his Clinich 22am he left I have some text on my Phone for Showing and last we picke him was Decembe 3nd he need to know how it work. When the have a transportation comapny we allowed to pick an hour before there time and as one hour waiting after the treatment but they/he doesn't like no						
			11/23/2020		12/11/2020	Prov No-Show A leg	Provider no show		Provider removed from member's standing order.	Y	Provider removed from member's standing order.	12/22/2020		
			12/11/2020		12/12/2020	Prov No-Show B leg	Provider was a no show to get the member on the B-Leg		Due to no response from provider, closing as valid.	Y	Due to no response from provider, closing as valid.	12/23/2020		
			12/14/2020		12/12/2020	Trip not assigned	No provider assigned		Called Mbr appologized for the system outage and told her her husband had a ride for tomorrow.	N	Called Mbr appologized for the system outage and told her her husband had a ride for tomorrow.	12/22/2020		
			12/10/2020		12/14/2020	Prov Late Sendback	Porvider not assigned		Standing order assigned to new provider.	Y	Standing order assigned to new provider.	12/14/2020		
			12/14/2020		12/14/2020	Incident	Driver reported that member escort had fallen out the Van and 911 was called to the scene. Driver stated as she was assisting the member out the van, she felt the van shake. She looked over and escort was on the ground. Driver also stated the escort was on the phone and had a lot of belongings in her hand while exiting the vehicle.	Duplicate to IQ #####, which has more information in it.	Duplicate to IQ #####, which has more information in it.	N	Duplicate to IQ #####, which has more information in it.	12/14/2020		
			12/14/2020		12/14/2020	Incident	Driver reported that member escort had fallen out the Van and 911 was called to the scene. Driver stated as she was assisting the member out the van, she felt the van shake. She looked over and escort was on the ground. Driver also stated the escort was on the phone and had a lot of belongings in her hand while exiting the vehicle.	Provider response:Driver reported that member escort had fallen out the Van and 911 was called to the scene. Driver stated as she was assisting the member out the van, she felt the van shake. She looked over and escort was on the ground. Driver also stated the escort was on the phone and had a lot of belongings in her hand while exiting the vehicle. Driver reported that the escort was not injured.	Compliance found that driver did everything correctly and there were no complaints of injury.	Y	Compliance found that driver did everything correctly and there were no complaints of injury.	12/29/2020		
			11/2/2020		12/14/2020	Trip not assigned	Difficulty with EMS transportation.		Member needs BLS and the only BLS provider in the area closed 10/29/20. We rescheduled for 12/28/20 and found an EMS provider out of area to accommodate.	Y	Member needs BLS and the only BLS provider in the area closed 10/29/20. We rescheduled for 12/28/20 and found an EMS provider out of area to accommodate.	12/29/2020		
			12/14/2020		12/14/2020	Prov No-Show A leg	Provider did not show to PU mbr.		Return leg rescheduled for provider.	Y	Return leg rescheduled for provider.	12/29/2020		
			12/15/2020		12/15/2020	Prov No-Show A leg	Provider no show.		Provider added to DNU list.	Y	Provider added to DNU list.	12/29/2020		
			12/15/2020		12/15/2020	Prov No-Show A leg	Provider no show.	Provider advised agent entering complaint that they didn't see this trip on their schedule but never responded to the RFE.	Provider advised agent entering complaint that they didn't see this trip on their schedule but never responded to the RFE.	Y	Provider advised agent entering complaint that they didn't see this trip on their schedule but never responded to the RFE.	12/30/2020		
			12/12/2020		12/15/2020	Prov No-Show A leg	Provider no show.		Due to no response, this is valid.	Y	Due to no response, this is valid.	12/30/2020		
			12/11/2020		12/18/2020	Trip not assigned	Provider no show.		No providers able to accommodate.	Y	No providers able to accommodate.	12/29/2020		
			12/17/2020		12/18/2020	Trip not assigned	Legislative complaint missed trip.		Trip was dispatched to provider for 12/17/20.	N	Trip was dispatched to provider for 12/17/20.	12/18/2020		

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									<p>Provider response: Due to the Portal being down, I requested assigned trips from member to manually send to the drivers. The member only had one trip for Friday 12/18/2020. pick up time 1:15. SET called and requested for us to pick up the member around 10:00 and 10:15, so we sent the driver. Driver called the member and confirmed the time with him, due to our original pick up was not for a few hours. Driver arrived at 10:30. We thought the trip had been modified, so we sent the driver over right away. We proceeded with the transport and the member told the driver of a different drop off address. When he told him of the location, the driver said he could not take him there, due to the destination. So the driver returned him home. He encouraged him to call SET to reschedule. The member did call SET while in the vehicle, however was speaking in Spanish, so the driver could not understand.</p>	<p>Provider states after driver picked member up, he asked to be taken to a different address than the one listed on the trip and driver advised he couldn't take him there due to destination and returned him home. Member hung up when I tried to follow up with him.</p>	N	<p>Provider states after driver picked member up, he asked to be taken to a different address than the one listed on the trip and driver advised he couldn't take him there due to destination and returned him home. Member hung up when I tried to follow up with him.</p>	12/31/2020	
		12/18/2020	12/18/2020	Driver Behavior	Driver picked mbr then said hes going to far 13 miles then dropped mbr off back home									
		12/15/2020	12/18/2020	Rude Staff (non-CC)	Member reported driver was rude.					Provider added to DNU list.	Y	Provider added to DNU list.	12/31/2020	
		12/18/2020	12/18/2020	Prov Late - A Leg	Provider late			<p>Good morning, I looked at the portal last night and members trip is in there BUT when supervisor sent me our trips for Friday that trip was not on the list at all. So I'm not sure when someone put the trip in our portal. None the less I'm sure you know SET portal was down for days as well so hopefully you guys find out who put that trip into our portal and why. Pics of the Friday trip list supervisor sent us is below.</p>	<p>Member advised she didn't enter a complaint and provider was on time. Complaint withdrawn.</p>	N	<p>Member advised she didn't enter a complaint and provider was on time. Complaint withdrawn.</p>	12/31/2020		
		12/11/2020	12/21/2020	Trip not assigned	Provider not assigned.					<p>Agent that didn't update phone number has been coached and correct number has been updated in member profile.</p>	Y	<p>Agent that didn't update phone number has been coached and correct number has been updated in member profile.</p>	1/5/2021	
		12/21/2020	12/21/2020	Trip not assigned	Trip not assigned			<p>Provider response: Driver sent an email out on 12/19/2020 regarding the members inappropriate behavior. We requested to have the member removed from our manifest.</p>		Provider placed on DNU.	Y	Provider placed on DNU.	12/31/2020	
		12/19/2020	12/21/2020	Prov No-Show A leg	Provider no show.			<p>Provider response: I personally recieved a call from a provider employee on Friday 12/19/20 who told me "There are no trips for your company tomorrow."</p>		Provider transported member	N	Provider transported member	12/31/2020	

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									Received response from provider: I am the owner/dispatcher. I dispatched the driver to pick up someone else before member that made driver late but like she stated she made it to her appt on time and when the patient arrived the patient wanted the driver to let her wait in the vehicle til the Dr. was ready. The driver asked and simply told her the policy was not to do this. This may have aggitated the patient but there is no policy for this. Lastly when she was ready the Dr's office called and she waited maybe 20 mins. I very much disagree. I went by policy and she was there on time for her appointment. She want to sit in the car and wait for her appointment. I said I could not. I had other pick up. I am not a waiting room we try to get them out due to the COVID. Thank you				Provider states they had another p/u before this one but did get member to appt. on time and in fact she was upset because she wanted to wait in the vehicle until her appt. time and driver advised no, its against policy due to COVID.	N	Provider states they had another p/u before this one but did get member to appt. on time and in fact she was upset because she wanted to wait in the vehicle until her appt. time and driver advised no, its against policy due to COVID.	1/6/2021
			12/22/2020		12/22/2020	Prov Late - A Leg	Provider Late					S/O has been updated to W/C.	Y	S/O has been updated to W/C.	12/29/2020	
			12/22/2020		12/22/2020	Incorrect Mobility	Provider reported member should be w/c due to safety concerns.					Incorrect mobility type.	Y	Incorrect mobility type.	12/22/2020	
			12/22/2020		12/22/2020	Call Center Issue	Provider complained he arrived and member was taken by another provider.									
			12/22/2020		12/22/2020	Driver Behavior	Nurse stated that mbr was picked up and the driver did not strap mbr in which caused mbr to become sick during the drive. The driver brought mbr back to the facility and did not take mbr to dialysis.		Received response from provider: After speaking with the driver and investigating, the driver said that the member expressed that he was sick that morning. The driver didn't even start driving the car and that is why he sent the member back to the facility. On the company's end, I coached the driver to make sure the member is willing to go to the appointment first before getting him in the car, tie the wheelchair down, and strap the member in the chair according to the policy.		Provider states driver never left parking lot of facility because member told driver he felt sick while he was putting him in the vehicle so he took him back inside. Driver states member doesn't like to go to dialysis and could possibly have made up this story to not go that day.	N	Provider states driver never left parking lot of facility because member told driver he felt sick while he was putting him in the vehicle so he took him back inside. SW states member doesn't like to go to dialysis and could possibly have made up this story to not go that day.	1/6/2021		
			12/20/2020		12/22/2020	Driver Behavior	Report of provider not confirming to NH Testing policy.		Provider response: Since I am out of office for the holidays until Monday. Will respond without filling out the form. I have had only 1 driver to transport residents at facility. The driver follows every protocol for COVID-19. Facility called and offered for the driver to get COVID tested at their facility. I spoke to the driver, he is refusing to get tested and says if I make him, he will quit. I informed Facility about this. I told Facility that we would not transport for them until further notice, I was told to not quit transporting for them. As of December 23rd, provider will no longer transport for facility. Thanks,		Information sent, provider stated no longer transporting	Y	Information sent, provider stated no longer transporting Pine Knoll.	1/6/2021		
			12/23/2020		12/23/2020	Prov Late Sendback	No provider assigned					Provider sent trip back at ##### on 12/22/20, less than 24 hours prior to trip.	Y	Provider sent trip back at ##### on 12/22/20, less than 24 hours prior to trip.	12/29/2020	
			12/23/2020		12/23/2020	Prov Late - B Leg	Provider late					Provider has not responded to RFE. However, this was not a will call and was set for a 3:15pm p/u. WMR note at 1727 shows member was not p/u on time. New provider assigned to S/O.	Y	Provider has not responded to RFE. However, this was not a will call and was set for a 3:15pm p/u. WMR note at 1727 shows member was not p/u on time. New provider assigned to S/O.	1/6/2021	

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			12/24/2020	12/24/2020	Prov No-Show A leg	Provider no show	agent did not specify what mobility and our dispatcher did not ask either. member thought it was an ambulatory trip. The trip was sent to the driver and when the driver noticed it was wheelchair mobility, he contacted our dispatcher that works with our other broker, so proper communication was not relayed to the correct staff. MAgent received a call from SET this morning asking where the driver was, and he stated he will be there shortly. My other dispatcher called agent after this phone call to advise of the driver's previous phone call. SET called again as agent was calling SET, and agent explained that we do not have a wheelchair vehicle available at this time. The dispatcher has been advised to confirm with the SET agents on the mobility type, and to review the mobility type on the manifest notifications. We do apologize for the inconvenience. K	Dispatcher coached on confirming mobility type before accepting trips.	Y	Dispatcher coached on confirming mobility type before accepting trips.	1/7/2021
			12/23/2020	12/24/2020	Driver Behavior	The member stated the driver was unprofessional and was late picking her up..		Due to no response from provider, this is valid. Member's trips have been being sent to a different provider. Instructed member to contact WMR and not the driver.	Y	Due to no response from provider, this is valid. Member's trips have been being sent to a different provider. Instructed member to contact WMR and not the driver.	1/8/2021
			12/27/2020	12/27/2020	Incident	Mbr called and stated that the driver touched her inappropriately he grabbed her breast, massaging her shoulders, putting his private parts on her butt... mbr stated that the driver was in vehicle...this is not the first time this has happened to her....	Provider response: I have pulled the camera and I do not see anything on the video that shows the driver inappropriately touching the passenger. When I spoke with the driver he stated, "that his body/hands may have accidentally touched the passenger as he was assisting her to the car." He said, "he did rub her right shoulder in an effort to calm her down." I have removed him from the vehicle and canceled his contract. Drivers go through ADA training and are aware of the appropriate way to assist a passenger with a visual impairment.	Driver has been banned from our network per Compliance.	Y	Driver has been banned from our network per Compliance.	12/29/2020
			12/29/2020	12/28/2020	Trip not assigned	Member wanted to confirm trip for tomorrow.		12/29/20 Trip was dispatched to different provider on 12/28/20 while we continue trying to locate a regular provider for the S/O.	N	12/29/20 Trip was dispatched to provider on 12/28/20 while we continue trying to locate a regular provider for the S/O.	1/7/2021
			12/28/2020	12/29/2020	Driver Reckless	Member complaining the driver was watching a show and tedxing while driving.		Referred to compliance	Y	Referred to compliance	1/12/2021

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			12/29/2020		12/29/2020	Prov Late - A Leg	Provider Late			notified me that member had been waiting on a ride for 21-26 minutes irate and very upset. I communicated with dispatch that this was the first time hearing that member was ready for pickup. Dispatch communicated with member that the driver would be there soon. I also then spoke with member to try and figure out what the miscommunication was. member was very irate and cussing stating that her driver was over an hour late. She was using explicit language so I informed her her driver would be there within 15 to 20 minutes and disconnected the call in effort to de-escalate the situation. member was scheduled for a 1:30pm pickup and the driver was slightly behind, he arrived to pick her up at 1:52pm and was dropped off at her appointment by 2:03pm. Her B-Leg pickup was at 3:52 and she was back at home by 4:00pm. It is not safe for me or my drivers to ride with a client who is irate and this is not the first instance with her. Please place her on the do not provide list for our company as unfortunately we will no	Provider states they arrived for p/u at 1:52pm (should have been 1:30 pm for a 2pm appt.) and dropped her off at 2:03pm.	Y	Provider states they arrived for p/u at 1:52pm (should have been 1:30 pm for a 2pm appt.) and dropped her off at 2:03pm.	1/7/2021
			12/27/2020		12/29/2020	Prov No-Show A leg	Provider No show			Provider response: I was never aware of this trip, I did not receive a call concerning this member. the portals were shut down due to providers fixing of the portals.	Provider states they were unaware of trip. Unable to reach complainant.	Y	Provider states they were unaware of trip. Unable to reach complainant.	1/12/2021
			11/27/2020		12/30/2020	Prov Late - B Leg	Provider Late			Provider's Response/Explanation: According to our records, member was picked up from home at 819 am and dropped off at 847 am. Member was then returned at 1017 am pick up from appointment and dropped off at home at 1049 am. Not sure where he got over 2 hour wait from!	Provider advised member was picked up timely. Trip shows no WMR calls from member when he was ready for return. Previous trips also have no WMR calls.	N	Provider advised member was picked up timely. Trip shows no WMR calls from member when he was ready for return. Previous trips also have no WMR calls.	1/7/2021
			12/30/2020		12/30/2020	Prov No-Show A leg	Provider no show			Member called and said they did pick him up and We care was originally assigned and member was upset. But it was shifted to different provider after the fact.	Trip was assigned to provider on 12/28/20 but after they didn't show, it was sent to different provider who accepted the S/O going forward	Y	Trip was assigned to provider on 12/28/20 but after they didn't show, it was sent to different provider who accepted the S/O going forward	1/8/2021
			12/30/2020		12/30/2020	Dispatch Error	Member Covid+ assigned to traditional provider.				Member nor clinic advised SETI member was COVID positive until the day they entered this IQ. Profile was immediately updated to look for EMS provider upon notification. On 1/6/21, we were then informed member was COVID negative and notes were removed.	N	Member nor clinic advised SETI member was COVID positive until the day they entered this IQ. Profile was immediately updated to look for EMS provider upon notification. On 1/6/21, we were then informed member was COVID negative and notes were removed.	1/8/2021
			12/31/2020		12/31/2020	Prov Late Sendback	Provider no show.				Provider states they told agent they couldn't take trip. However, no agent contacted them since it routed on 12/23/20 and sat in their portal until the late send back on 12/30/20.	Y	Provider states they told agent they couldn't take trip. However, no agent contacted them since it routed on 12/23/20 and sat in their portal until the late send back on 12/30/20.	1/12/2021
			1/2/2021		12/31/2020	Driver Behavior	Mbr concerned current provider. She advised that the normal van that picks her up is too small and too high on the ground. Requires assistance to get into vehicle.				Advised member Ambulatory levels of service are curb to curb and driver's do not usually get out of vehicle. Member may add escort to trips if additional assistance is needed. Unable to reach member to educate on levels of service.	N	Advised member Ambulatory levels of service are curb to curb and driver's do not usually get out of vehicle. Member may add escort to trips if additional assistance is needed. Unable to reach member to educate on levels of service.	1/12/2021